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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application Number : 09/769,526 Confirmation No.: 4921
Applicant : Freeland G. YOUNG, III et al.
Filed : January 25, 2000
Title : METHOD AND SYSTEM FOR DEVELOPING A TAX-RELATED
SYSTEM
TC/Art Unit : 3626
Examiner: : Alexander G. Kalinowski

Docket No. : 52493.000133
Customer No. : 21967

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Sir:

In accordance with 37 C.F.R. §§ 1.97 and 1.98, and in compliance with the duty of disclosure set forth in 37 C.F.R. § 1.56, applicants submit attached Form PTO-SB/08A (modified) for consideration and request the references cited therein be made of record by the U.S. Patent and Trademark Office in the above-captioned application.

In accordance with 37 C.F.R. § 1.98(a)(2)(ii), copies of cited U.S. patents and/or U.S. patent application publications for national stage applications under 35 U.S.C. 371, are not being provided.

Applicants respectfully point out that the submission of the listed references in this Supplemental Information Disclosure Statement is not an admission that they are prior art or that they are material to patentability of any claims of the application. Also, the submission of this Supplemental Information Disclosure Statement is not an indication that a search has been made by Applicants.

For the convenience of the Examiner in considering the cited references, a copy of each of the cited references is enclosed with this communication. In considering the cited references, it may be noted by the Examiner that certain of the references may contain markings,

underlinings, and/or other notations. These markings, underlinings, and/or other notations are not to be construed as drawing the Examiner's attention either to selected parts or away from other parts of the cited references. Any such markings were either present on the copies of the cited references obtained by the associated individuals, or were made thereon during the study of the references by the associated individuals.

Consideration of the foregoing plus the prompt return of a copy of the enclosed Form SB/08A with the Examiner's initials in the left column in accordance with MPEP 609 are respectfully requested.

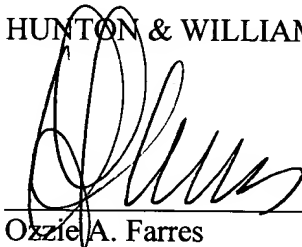
This Supplemental Information Disclosure Statement is being submitted after the mailing of a non-final Office Action, but is believed to be prior to a final Office Action or a Notice of Allowance. Pursuant to 37 C.F.R. § 1.97(c)(2), a check in the amount of \$180.00 as set forth in § 1.17(p) is enclosed. In the event any variance exists between the amount enclosed and the Patent Office charges, please charge or credit any difference to the undersigned's Deposit Account No. 50-0206.

Respectfully submitted,

HUNTON & WILLIAMS LLP

Dated: 2/24/2005

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Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Application Number	09/769,526
Filing Date	January 25, 2000
First Named Inventor	Freeland G. YOUNG, III et al.
Art Unit	3626
Examiner Name	Alexander G. Kalinowski

Sheet	1	of	1	Attorney Docket Number	52493.000133
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U.S. PATENT DOCUMENTS

*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	1.	US- 5195170	03-16-1993	Eberhardt	
	2.	US- 5615121	03-25-1997	Babayev et al.	
	3.	US- 5737728	04-07-1998	Sisley et al.	
	4.	US- 5943652	08-24-1999	Sisley et al.	
	5.	US- 5963911	10-05-1999	Walker et al.	
	6.	US- 6134530	10-17-2000	Bunting et al.	
	7.	US- 6324568	11-27-2001	Diec	
	8.	US- 6356880	03-12-2002	Goossens et al.	
	9.	US- 20030005299	01-02-2003	Xia et al.	
	10.	US- 20030204421	10-30-2003	Houle et al.	
	11.	US- 6662164	12-09-2003	Koppelman et al.	

NON-PATENT LITERATURE DOCUMENTS

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
	12.	AKIBIA, CRM: Case Studies, Consulting: Clients, < http://www.polaris1.com/ecrm/casestudies/citibank/default.asp >, printed 3/26/02, 2 pages		
	13.	SIEBELFANS.COM, What is Siebel?, < http://www.siebelfans.com/More_on_siebel.htm >, printed 3/26/02, 3 pages		
	14.	SIEBEL.COM, "Implementing Best practices," http://www.siebel.com/call-center/workflow-automation.shtm , printed 2/24/05, 2 pages		

EXAMINER SIGNATURE

DATE CONSIDERED

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.